

**Crossroads Program  
Policies and Procedures**

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**Service Chapter 401-01**

**North Dakota Department of Human Services  
600 East Boulevard Dept. 325  
Bismarck, ND 58505-0250**

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## **Crossroads Program Policies and Procedures 401-01**

### **Definitions 401-01-05**

**(Revised 11/1/14 ML #3424)**

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**Business (Work) Day** - An official work day of the week which is between and includes Monday to Friday, but does not include weekends and public holidays during which the North Dakota Department of Human Services is closed.

**Child Care Assistance Program** – A program which provides help with child care costs for low-income families.

**County Agency** – The county social service agency.

**Crossroads Case Manager** – An employee of an agency contracted by the Department to provide services to Crossroads parents.

**Crossroads Parent** - An individual who has applied for or has been approved for Crossroads.

**Crossroads Policy** – The Crossroads Program Administrator.

**Department** - The North Dakota Department of Human Services.

**Education Plan** – A plan developed between the parent, the Crossroads Case Manager, and may include the education facility.

**GED (General Education Diploma or General Equivalency Diploma)** – A high-school degree awarded after successful completion of a series of examinations instead of attendance in a traditional classroom setting.

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**SSI (Supplemental Security Income)** - A program administered under Title XVI of the Social Security Act (42 U.S.C. 1381 et seq.).

**Temporary Assistance for Needy Families (TANF)** - A program available for a limited time for families where deprivation exists for the child(ren) and income is insufficient to meet the needs of the family.

**Crossroads Program Philosophy 401-01-10**

**Authority Reference 401-01-10-05**

**REPEALED**

**(Revised 11/1/14 ML #3424)**

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## **Purpose/Philosophy 401-01-10-10**

**(Revised 11/1/14 ML #3424)**

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The purpose of the Crossroads Program is to assist parents who are attending school with short and long term goals to complete their high school level education while working to develop key tools to become self-supporting in the future.

The Crossroads Program provides:

- Case management services for items such as:
  - Decision making
  - Child care selection
  - Family relationships
  - Parenting skills
  - Housing
  - School attendance
  - Goal setting and planning for the future
  - Referrals to other agencies
- Transportation assistance
- Waived co-payment under the Child Care Assistance Program (CCAP), Crossroads Parent must meet all other CCAP eligibility criteria
- Incentive Payment for Completion of High School or GED

The Crossroads Program is administered by the Public Assistance Division of the [Department](#).

## **Administrative Requirements 401-01-15**

### **Confidentiality 401-01-15-05**

**(Revised 4/1/12 ML #3322)**

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State law recognizes the privacy rights of individuals who receive services and assistance under programs administered by the [Department](#). Information concerning households receiving assistance through the Crossroads Program may be released only for the purposes directly connected with the administration of the Economic Assistance Programs, Medicaid and Healthy Steps.

For further information regarding confidentiality policies, refer to Manual Section [448-01-25-10-10-30](#) and Service Chapter, Confidentiality, located on the County Intranet in the 'Legal' folder.



**Discriminatory Practices Prohibited 401-01-15-10**  
**(Revised 4/1/12 ML #3322)**

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The North Dakota Department of Human Services and county social service boards, directly or through contractual or other arrangements shall not discriminate against any applicant or recipient on the basis of race, color, religion, sex, national origin, age, political believe or handicap.

For additional guidelines, refer to Service Chapter , Non-discrimination to Clients, located on the County Intranet in the 'Legal' folder.

**Program Brochures 401-01-15-15**

**(Revised 4/1/12 ML #3322)**

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All applicants for the Crossroad Program must be provided the following program brochures:

- [Crossroads Program](#)
- [Child Care Assistance Program](#)
- [WIC](#)

## **County Agency Role and Responsibilities 401-01-15-20 (Revised 11/1/14 ML #3424)**

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The Role and Responsibility of the [County Agency](#):

1. Assist the [parent](#) in identifying and addressing areas of need, and make referrals to services in the community.
2. Accept and forward Crossroads applications to Crossroads Policy.
3. If child care costs are being incurred and the family does not have a pending or open Child Care Assistance Program (CCAP) case, refer the family to CCAP.
4. Share information with and Crossroads Case Manager that is pertinent to the parent's ability to achieve their goals.
5. Notify Crossroads Policy immediately should the parent complete their high school education, be approved for TANF, drop out of school, request Crossroads Supportive Services or if their CCAP case will be closing.

## **Crossroads Case Manager Role and Responsibilities 401-01-15-25**

**(Revised 11/1/14 ML #3424)**

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The Role and Responsibility of the [Crossroads Case Manager](#) is to:

1. Accept and forward Crossroads applications to Crossroads Policy.
2. Contact the parent within five (5) working days from the date of the referral to schedule an appointment to enroll the parent. Meet with the parent within ten (10) working days from the date of the referral regardless of their geographic location within the service area. Due to the age of the Crossroad parent, a home or school visit may be necessary and may require the parent of the Crossroads parent to be in attendance.
3. Complete an assessment during the initial interview to determine the parent's goals and specific needs to attain their goals.
4. Develop an [Education Plan](#) with the parent. This may include information received from school personnel. The Education Plan must include:
  - The parent's short and long term goals
  - Barriers the parent may have that may result in the parent not attaining their goals
  - An outline of how the parent will attain their goals
  - Estimated graduation date
  - The progress the parent has made since the previous Education Plan was developed
  - The reason for child care needs

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- Identify if assistance with transportation to and from allowable Crossroads activities is needed. Document the calculation used to determine transportation assistance on the Education Plan. Calculation for transportation assistance can be found in the Crossroads Supportive Services [401-01-20-25](#)
  - The date the plan will expire
5. Encourage the parent to enroll and attend parenting classes, if available.
  6. Make appropriate referrals as needed.
  7. Monitor participation in education activities and provide guidance if a participant reduces participation or needs further assistance such as tutoring, transportation, etc.
  8. Provide a copy of each Education Plan and other pertinent information to Crossroads Policy.
  9. Notify Crossroads Policy immediately when an individual has completed their high school/GED education or stops participation in education and/or employment.
  10. Complete the [SFN 878](#), Crossroads Program Evaluation Form (Case Manager) at the end of each semester.
  11. Send the SFN 879, Crossroads Program Evaluation Form (School) to the school for their completion.
  12. Identify if there is a need for child care. If there is a need for child care, refer the Crossroads parent to the Child Care Assistance Program.

**Crossroads Policy Role and Responsibilities 401-01-15-30  
(Revised 11/1/14 ML #3424)**

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The Role and Responsibility of the State Crossroads Policy:

1. Determine initial and ongoing eligibility for the Crossroads Program.
2. Inform County Agency and Crossroads Case Manager of approvals, denials and closings as applicable.
3. Send referral to the appropriate Crossroads Case Manager (Community Options, ND Job Service, Turtle Mountain Employment and Training).
4. Review all submitted education plans and provide a copy to the [County Agency](#) when applicable.
5. Process and issue transportation assistance requests.
6. If child care costs are being incurred and the family does not have a pending or open Child Care Assistance Program (CCAP) case, refer the family to CCAP.

## **Application and Eligibility 401-01-20**

### **Date of Application and Eligibility Start Date 401-01-20-05**

**(Revised 11/1/14 ML #3424)**

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The date of the application is the date the signed [SFN 29](#), Crossroads Program Application is received by the [County Agency](#), Case Manager or Crossroads Policy, provided the application was submitted during normal business hours. When an application is submitted after normal business hours on a weekend or a holiday in which the Department is closed, the application is considered received the next business (work) day. The receiving agency must record the date received on the application. An unsigned application is not considered an application.

The benefit start date will be the first day of the month the signed application is considered received by the County Agency, Crossroads Case Manager office, Crossroads Policy or the earliest date of eligibility.

The benefit start date of an application forwarded by a County Agency or Crossroads Case Manager to Crossroads Policy is the date the application was received by the County Agency or Crossroads Case Manager.

A [parent](#) applying for Crossroads who is requesting help with child care expenses must also apply for the Child Care Assistance Program (CCAP) unless the parent already has an open CCAP case.

**Eligibility Criteria 401-01-20-10**  
**(Revised 11/1/14 ML #3424)**

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Eligible individuals are:

- Parents up to 21 years of age (prior to the month the [parent](#) turns 21 years of age)
- Parents who are male or female
- Parents who are married or unmarried
- Parents who have the primary responsibility for the care of their child
- Parents who are pursuing high school, [GED](#), or alternative high school
- Parents must be a resident of North Dakota
- Parent and child must reside in the same home

The Crossroads Program does not consider assets or income when determining eligibility.

A child in receipt of Supplemental Security Income ([SSI](#)) may be eligible for Crossroads provided the parent meets the Crossroads eligibility criteria.

When an individual eligible for Crossroads resides with the other parent of the child, the individual may be eligible for Crossroads without regard to the activities or income of the spouse or other parent.



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If both parents of the child are in the home with the child and both parents are pursuing high school, GED or alternative high school education, both parents may participate in the Crossroads Program.

- If the parents are married, one Crossroads application is needed and one case file is established
- If the parents are not married, each parent must apply on their own behalf and a Crossroads case for each parent needs to be established

Parents who participated in the Crossroads Program during the previous school year and intend to participate in the Crossroads program for the next school year continue to be eligible if:

- The break is less than a full calendar month
- The break is more than a full calendar month- if employed or participating in case management services

When there is a break of more than one full calendar month between educational activities (such as summer months) and during that break the individual is employed or receiving case management services, verification of participation is required.

Verification of school enrollment is needed:

- At application
- Each semester

At the time it is learned that the individual will not be returning to school, eligibility for Crossroads ends.

**Example #1:** Parent age 17 has a child. The parent is attending high school and has a three week break from school due to holidays. The parent will resume attendance after the three week break. The parent is considered Crossroads eligible throughout the break.

**Example #2:** Parent age 16 has a child. The parent attends grade 11 in high school and is employed part time. School term ends in May and the parent will return to school in August. Since the parent will

return to school in August, and is working part time, the parent will remain eligible for Crossroads.

**Example #3:** Parent is age 16 and has a child. The parent attended high school in May and plans on returning to school in August. During the break, the student will not be employed or working with a Crossroads case manager, therefore, the Crossroads case must be closed the end of May.

In July, the parent reports employment and requests assistance through Crossroads, the parent will need to complete a new Crossroads Program application.

**Example #4:** Parent age 16 has a child. School ends in May, the parent intends to return to high school in the fall and continues to participate in case management services. Since the parent will be continuing with case management services through the summer the Crossroads case will remain open.

The parent decides in June they do not want to continue with case management but still intend to return to high school in the fall. The Crossroads case must close at the end of June because the parent is not in school, employed or participating in case management and there will be a break of more than 30 days.

**Eligibility for Crossroads and Temporary Assistance for Needy Families (TANF) 401-01-20-10-05****(Revised 11/1/14 ML #3424)**[View Archives](#)

Crossroads and TANF policy allow for an individual to be eligible for Crossroads and TANF for the same period of time. However, in most instances, an individual eligible for TANF will be required to participate in the JOBS program. During a month an individual is required to participate or volunteers to participate in the JOBS program, the individual would not be eligible for the Crossroads program.

Following are situations when it is beneficial for an individual to be eligible for TANF and Crossroads at the same time:

1. The minor parent who is not the caretaker (Primary Individual) in a TANF case and attends high school is not subject to the JOBS requirements. The minor parent may volunteer to participate in the JOBS program. If the minor parent does not want to volunteer to participate in the JOBS program, they could apply for the Crossroads Program.
2. A caretaker, age 18 to 21, who is in receipt of TANF may be exempt from the JOBS Program due to personally providing full-time care for a child under the age of 2 months, or may have 'good cause' approved, for non-participation in the JOBS Program. If the caretaker is exempt or has 'good cause' approval, and is attending high school, the parent could apply for Crossroads.

**Assistance with Child Care costs for Crossroads  
401-01-20-10-10**

**(New 11/1/14 ML #3424)**

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A parent applying for Crossroads who is requesting help with child care costs (education, work and approved activities on the education plan) must apply for the Child Care Assistance Program (CCAP) and be determined eligible using the criteria defined in the Child Care Assistance Policy manual at [400-28-40](#), Crossroads Families Eligibility.

## **Application Process 401-01-20-15**

**(Revised 11/1/14 ML #3424)**

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An application is the formal request for assistance using the [SFN 29](#), Crossroads Program Application. The application must be completed and signed by the parent or parent of the minor parent. The application is considered signed if the signature is found anywhere on the application, other than to answer a question. An unsigned application is not considered an application.

The application can be submitted to the County Agency, Crossroads Case Manager or Crossroads Policy. Applications received by a County Agency or Crossroads Case Manager must be forwarded to Crossroads Policy for processing.

Applications must be processed within 45 days. If due to circumstances beyond the Crossroads parent's control, extenuating circumstances may be allowed exceeding the 45 day processing time frame.

Formal action (either approval or denial) must be taken on each month assistance is requested. Crossroads policy notifies the applicant of eligibility or ineligibility and also the county agency if applicable.

Application may be denied for reasons including but not limited to:

- Not requesting case management services and not eligible for the Child Care Assistance Program
- Failure to provide information
- Failure to meet the criteria identified in 400-01-20-10, Eligibility Criteria

The same application can be used to determine eligibility for the month following the month of denial when ineligibility is expected to last for the month of application only.

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An application may be withdrawn any time prior to being approved.

If child care costs are being incurred and the family does not have a pending or open Child Care Assistance Program (CCAP) case, the family will be referred to CCAP.

In two parent cases, if a Crossroads case is requested closed by the parent in whose name the case is in and the other parent wishes to receive Crossroads, the other parent must apply for Crossroads on their own behalf.

**Documentation Requirements 401-01-20-20**

**(Revised 11/1/14 ML #3424)**

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**Crossroads Policy**

The Department shall maintain case information for all individuals who apply for the Crossroads Program.

## **Crossroads Supportive Services 401-01-20-25**

**(Revised 11/1/14 ML #3424)**

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Within the limits described in this section, supportive services may be made available to a participant of the Crossroads Program for a month in which they were eligible.

Following are allowable supportive services:

1. **Child Care Expenses** - Payment of child care expenses for Crossroads participants shall be paid based on policy of the Child Care Assistance Program Manual. (Refer to Section [400-28-40](#), Crossroads Families Eligibility).
2. **Transportation Assistance** - Transportation assistance not exceeding \$100.00 per month may be paid to a Crossroads parent, provided the parent is participating in the activities listed on the [Education Plan](#).
  - Transportation assistance is based on mileage and is calculated by multiplying the number of actual or estimated miles required per day to support the individual's approved activity by the number of days the individual needs assistance by \$0.45, the current reimbursement rate for travel under the Crossroads Program
  - When public transportation or informal transportation arrangements are used, the participant must review their transportation needs with the Crossroads Case Manager. Crossroads Case Manager must approve all transportation requests and must identify them on the education plan
  - Payments for Transportation Assistance are issued to the Crossroads parent through the Vendor Payment process
3. **GED/High School Graduate Incentive Payment**-Each eligible parent will receive a \$250 incentive payment upon completion of high



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school or general education development (GED).

- Payment for the GED/High School Graduate Incentive Payment is issued through the Vendor Payment process
- The County agency or Crossroads Case Manager must submit the SFN 471, Vendor Payment (TANF) Authorization and Request for Payment for Good and Services form along with verification of completion of high school or GED to Crossroads Policy

## **Notice of Program Termination 401-01-25** **(Revised 11/1/14 ML #3424)**

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At the time an individual is no longer eligible for the Crossroads Program, Crossroads Policy must send case closing notification to the [parent](#). The closing notification shall include the reason(s) the case is being terminated.

Crossroads policy will notify the County Agency and Crossroads Case Manager when a case has closed for individuals who are receiving services through the County Agency (Child Care Assistance Program) or Crossroads Case Management (supportive services).

A closing notice can be sent up to the last business day of the month to close a case at the end of the current month.

A Crossroads Case must be closed when:

1. The parent has completed their high school education or GED.
2. The parent has stopped attending high school or GED classes.
3. The child no longer resides with the Crossroads parent.
4. The Crossroads parent moved out of the state.
5. Mail is returned with no forwarding address or has an out of state forwarding address.
6. The Crossroads parent requested their case be closed.
7. The Crossroads parent will not be attending school during a full calendar month and is not employed or participating in case management services.
8. If participating the TANF JOBS program.
9. Failure to meet criteria identified in [401-01-20-10](#) Eligibility Criteria.

## **Appeals 401-01-30**

### **Overview 401-01-30-05**

**(Revised 4/1/12 ML #3322)**

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An individual may appeal an adverse action of Crossroads by submitting a signed written request to the agency within 30 days from the date of the notice of adverse action. An individual is not required to use [SFN 162](#) – Request for Hearing – when filing an appeal. However, the individual's request for a hearing must be made in writing and signed.

## **Fair Hearing Process 401-01-30-10**

**(Revised 11/1/14 ML #3424)**

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When adverse action is taken against an individual in the Crossroads Program and the individual requests a fair hearing, the hearing will be conducted by the Office of Administrative Hearings in accordance with [N.D.A.C. § 75-01-03](#).

The following procedure should be followed when a Crossroads recipient requests a fair hearing:

1. If the individual submits their request by mail to the county agency, the request form should be date stamped upon receipt and both the envelope (the postmarked envelope is needed to determine the timeliness of the individual's request) and the Request for Hearing form should be immediately mailed to the DHS Appeals Supervisor at the address noted below;
2. If the individual hand delivers their request to the county, the request form should be date stamped upon receipt with a notation made on the form that it was hand delivered. The request must immediately be mailed to the DHS Appeals Supervisor at:

Appeals Supervisor  
DHS Legal Advisory Unit  
600 East Boulevard Avenue, Dept. 325  
Bismarck, ND 58505-0250

must notify the DHS Legal Advisory Unit Appeals Supervisor if the appellant is represented by legal counsel to ensure that legal counsel is also provided for the county. However, if the Crossroads Policy believes that legal counsel is necessary in cases where the appellant is not represented, a request with rationale for counsel must be sent to the DHS Legal Advisory Unit Appeals Supervisor at 600 East Boulevard Avenue, Dept. 325, Bismarck, ND 58505-0250.

**Result of the Fair Hearing 401-01-30-15**  
**(Revised 4/1/12 ML #3322)**

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Upon receipt of the order, signed by the Executive Director of the  
[Department](#):

- If the individual wins the appeal, benefits must be restored based on the appeal decision.
- In the event that an individual loses the appeal, the action taken remains in effect.

## **Forms Appendix 401-01-35**

### **SFN 29, Crossroads Program Application 401-01-35-05 (Revised 11/1/14 ML #3424)**

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The [SFN 29](#), Crossroads Program Application is available through the Department and may be obtained electronically via E-Forms.

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

**SFN 878, Crossroads Program Evaluation Form  
401-01-35-10**

**(Revised 11/1/14 ML #3424)**

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[SFN 878](#), Crossroads Program Evaluation Form (Case manager) is available through the Department and may be obtained electronically via E-Forms.

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

## **Request for Hearing 401-01-35-15**

**(Revised 11/1/14 ML #3424)**

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[SFN 162](#), Request for Hearing form is available through the Department and may be obtained electronically via E-Forms. (54kb pdf)

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.



**SFN 1784, Appeal Background Report 401-01-35-20**  
**(Revised 11/1/14 ML #3424)**

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[SFN 1784](#), Appeal Background Report, is available through the Department and may be obtained electronically via E-Forms. (78kb pdf)

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

**DN 18, Crossroads Program Brochure 401-01-35-25**  
**(Revised 11/1/14 ML #3424)**

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DN 18, Crossroads Program Brochure is available through the Department and may be obtained electronically via E-Forms.

The Crossroads Program brochure is presented in Adobe Acrobat and requires the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.

**SFN 879, Crossroads Program Evaluation Form (School)  
401-01-35-30**

**(New 11/1/14 ML #3424)**

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SFN 879, Crossroads Program Evaluation Form (School) is available through the Department and may be obtained electronically via E-Forms.

E-Forms are presented in Adobe Acrobat and require the Adobe Acrobat reader. If you do not currently have Adobe Acrobat reader installed, you may download a free copy by clicking the Get Adobe Reader icon below.